



Service Guidelines 2008

829 Jefferson Street, Napa, CA 94559 ~ Tel: 707-253-8470 ~ Fax: 707-253-1182
email: solutions4children@sbcglobal.net ~ www.solutions4children.com

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MISSION STATEMENT

Behavioral Solutions for Children (Solutions) primary objective is to assist our clients in developing functional social skills and replacing maladaptive social behaviors - emphasizing constructive social interaction, reciprocity and independence in the process. Because our goal is the highest level of independence possible for the client and family, Solutions' services are designed to be intensive, collaborative and time limited in nature. Our foundation is the assessment process where our goal is to accurately portray a child's area of need and to specifically detail an appropriate course of intervention relative to the environment where the child is being served. Our intervention services provide a continuum of clinical expertise and are designed to be systematically faded while less intensive, home and site based supports are adapted to maintain continued success for the child over the long-term.

DESCRIPTION OF SERVICES

Solutions' clinical support begins with the case clinician. A case clinician is a person who has both a Master's degree and professional licensure in Psychology, Special Education, Clinical Social Work, Applied Behavior Analysis and/ or Marriage and Family Therapy. Case clinicians conduct assessments, provide direct individual and group intervention, and offer consultation and professional training services in the areas of crisis intervention, behavior management, and social skills development.

To begin services, case clinicians conduct a variety of assessments that include:

- * Functional analysis assessments and positive behavior intervention plans
- * Psychosocial assessments
- * Full inclusion assessments and program plans
- * Intensive skill training assessments and program plans

Case clinicians offer consultation and training services exclusively or, on occasion, may recommend our next tier of clinical support: the temporary assignment of a program associate. Program associates work under the direct supervision of the case clinician to provide direct support, program implementation, hands-on training to caregivers, and data collection. Program associates employed by Solutions have a bachelor's degree in a related field such as education, child development, or psychology and a minimum of three years of hands on experience providing behavioral, educational and crisis management support to children with varying special needs.

TIME OFF / HOLIDAYS

Solutions observes the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day (1)
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

In addition, services are not provided and will not be made up during the following times:

- Wednesday, Thursday and Friday of Thanksgiving week.
- The week between Christmas Eve and New Year's Day.
- Depending on the current school calendar, there is also a spring and late summer break for one (1) week each.
- In-service staff trainings are conducted approximately once/month and are mandatory for all staff. Therefore, your clinician or associate will provide a 5 day notice of service cancellation in the event of a conflict with a scheduled staff training.

BREAKS FOR PROGRAM ASSOCIATES

Breaks should be built into the daily schedule of every clinical case and we ask that you follow these guidelines when Associates are providing more than three and one half (3.5) consecutive hours of service:

- 3.5-.5.0 hours – Associates are entitled to one (1) 15 minute break during scheduled session.
- 5 or more hours a day – Associates are entitled to one (1) 30 minute break OR two (2) 15 minutes breaks.

Breaks are to be unencumbered - meaning that Solutions' staff shall be free to leave the site or house and use their break as they desire. There must therefore be a supervising adult present with the client.

Please note:

* Under specific conditions such as the safety of a client or other extenuating circumstance, taking a break may not be feasible. Under these conditions, Associates will take their break at the end of their shift. The case Clinician will notify staff and parents/sites if such conditions exist.

* Solutions' primary goal is teaching social skills. As such, Associates will not take breaks during scheduled play times, recess periods, or other opportunities to facilitate social skills in a group play environment. In accordance with this policy, Solutions personnel are not permitted to supervise recess periods or other group play situation without a supervising adult present. This is also true of the home, classroom, or other service site.

Cell Phone Usage: Cell phone usage by employees is prohibited during consultation visits/direct contact time with clients and will be confined to scheduled break periods only. However, there are occasionally times when an employee needs to receive a phone-call from the Solutions office, Case Clinician, or Supervisor. Discretion when taking these calls will be used.

CANCELLATION OF SERVICE DAY

When possible, Solutions requires 24-hour notice of service cancellation for any reason. In general, multiple client cancellations without prior notice can result in termination of services by the agency. More than 3 cancellations within a 3 month period with no advance notice will result in a review of the service plan to determine if services will be continued. Solutions reserves the right to bill for one hour of staff member time if no advanced notice of a cancellation is given.*

ILLNESS

Solutions is committed to the health and safety of employees as well as that of our clientele. We ask you to respect Solutions' staff when your child's health may pose a hazard and our staff will do the same. We request that the following guidelines be followed:

Please cancel services for the following conditions:

- Fever, diarrhea, and/or vomiting within a 24 hour period preceding services
- Heavy coughing, congestion, runny nose
- Unexplained rash/skin eruptions
- Any symptoms of a communicable disease: measles, mumps, chickenpox, strep infections, conjunctivitis (pink eye), and head lice

Please Note:

1. Some conditions may require a doctor's note to resume services.
 2. Solutions reserves the right to cancel services at the Program Associate's discretion for reasons of client illness as described above and is not obligated to reschedule hours.
- If a child is ill and going to be absent, it *is the parents' responsibility* to notify the Clinician or Program Associate via their cell phone if their child will not be participating in the home-based program or attending site-based services (school, daycare, social skills group, etc.). All Solutions' staff carry company cell phones to be used for this purpose. If your child is receiving services at school, the school *will not* notify us – it is the parent's responsibility to do so.
 - If your child is kept home from school as a result of illness or potential illness, you are asked to cancel any scheduled home or site-based program on that day. This is critical in helping to reduce the risk of exposing your child's peers and program staff to illness.

*With the exception of services paid for by Medi-Cal

OTHER CANCELLATIONS & RESCHEDULING

Cancellation by Solutions: If any staff of Solutions cannot provide service on a scheduled workday and needs to cancel services, they will provide a minimum of 24 hour notice to parents (with the exception of sudden illness). The missed hours can be rescheduled within one week of the cancellation. The employee is expected to have reasonable flexibility when rescheduling, and try to accommodate the client and his or her family. For site-based programs, employee will immediately notify site of their absence. If a substitute is available, Solutions will contact site staff.

Cancellation by client or parent: If a client, or the parent of a client, cancels a scheduled service workday, Solutions is not bound to reschedule and make up the missed hours. If the parent requests to reschedule the hours within an appropriate time frame (one week) and the Solutions employee can make arrangements to do so, the missed hours will be granted.

Final note on cancellations: We ask that children be prepared and ready to participate in their sessions when Program Associates arrive at your home or site. Should a child be asleep & unwakeable, have a qualifying illness, or otherwise be unable to participate in scheduled program time, we will consider this a client cancellation without prior notice and are not obligated to reschedule.

DRIVING AND OUTINGS

Solutions staff are generally prohibited from driving personal or agency vehicles with clientele or family members of clientele in the vehicle. Exceptions can be arranged for service-based outings with advance notice and approval from the Executive Director. However, when possible, the preferred transportation scenario would involve the parent or caretaker driving the child along with Solutions staff or Solutions staff arriving in their own vehicle.

In general, outings with clientele must be prearranged and/or included in the child's program plan. Parents must be aware of and consent to assuming childcare responsibility when accompanying children in the community.

CLIENT FILE & PROGRAM BINDER

Solutions' staff will maintain a file for each client. In addition, a program binder is often used. This program binder should be kept on-site or in the home at all times. The program binder may include: behavior and education plans, data collection, special incident reports and any additional information pertinent to the child's site or home-based program. With permission of the child's parents, other members of a child's treatment team may review the client binder to assist in program planning and progress review.

CONSULTATION SUPPLIES

When working with children at home or other site, Solutions staff will utilize many of the materials already available (such as toys, drawing and craft materials, etc.). However, when new or specific materials are needed for the program, Solutions will work with families and sites to provide the necessary materials. In some cases, Solutions will provide materials and supplies or the agency may request that supplies be purchased by parents or service sites. In addition, Solutions staff may provide personal items for use in program implementation, at their own discretion and with the approval of the Case Clinician. Materials purchased by families or sites remain their personal property. All materials provided by Solutions are considered property of Solutions and are expected to be returned to the agency upon completion of clinical work. We request that families keep all materials safe and in good working condition.

TRAVEL TIME

Case Clinicians and Clinical Associates often travel between multiple work sites on any given day. On occasion, travel time may be interrupted by traffic congestion while in route to a scheduled appointment. Although Solutions' staff strive to arrive promptly, please allow a 15 minute window prior to rescheduling or canceling the appointment. If, for similar reasons, parents are not available at the

scheduled appointment time, Solutions staff will allow a 15 minute window before rescheduling and/or canceling the appointment.

Due to individual daily schedules, it is at the discretion of the Clinician or Associate to make up the missed time at the end of the appointment or during another session designated as a make-up session.

GRIEVANCE PROCEDURE

We want to have the opportunity to address your concerns directly. If you are unhappy with your services for any reason, please contact us directly via phone, letter, or e-mail with specific areas of concern and we will contact you to address your grievance. If for some reason you feel that your concerns are not addressed to your satisfaction, you may contact:

- The Executive Director of Solutions at 707-253-8470.
- Your case manager from the agency that contracts with Solutions to provide services to your child.

CRISIS SERVICES

Behavioral Solutions for Children is not a crisis service. We provide behavioral services during our scheduled program hours only.

For crisis intervention, **please call 911** or use the following Mental Health Crisis Intervention Services to receive support:

Napa County:	707-253-4261
Fairfield:	707-428-1131
Vallejo:	707-553-5531

AGREEMENT & SIGNATURE PAGE

This is to acknowledge that I have received a copy of Solutions' Service Guidelines and understand that it sets forth the terms and conditions of my relationship with Behavioral Solutions and its employees. It also includes my duties, responsibilities and obligations as a client of Solutions. I understand and agree that it is my responsibility to read the Service Guidelines and adhere to the policies and standards set forth therein.

I also acknowledge that Solutions reserves the right to revise, delete, and add to the provisions of this Service Guideline. All such revisions, deletions, or additions must be in writing, and may require an additional signature from me to indicate that I am aware and understand any new policies.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Solutions' Service Guidelines.

Parent/Guardian/Site Staff Signature

Date

This signed copy will be kept both in the client file and in the Solutions' office file.

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